

FIG. 1

2/10

Business Rules Manager - Microsoft Internet Explorer provided by Network Associates

Enabled Disabled Both

Sorted By Module Page 1 of 2 (37 records)

Name	Enabled	Module	Method	Description
Notify Assign To On Ticket Creation	No	Help Desk	Create	Notify the Assign To
Notify Assign On Ticket Creation	No	Help Desk	Create	Notify the Assign To
Notify On Assignment Change	No	Help Desk	Update	Notify the Assign To
Notify Client On Ticket Close	No	Help Desk	Update	Notify Client when ticket is closed
Notify Client On Ticket Creation Close	No	Help Desk	Create	Notify Client when ticket is created
Notify Client On Ticket Open	No	Help Desk	Update	Notify Client when ticket is opened
Notify Client On Ticket Re-Open	No	Help Desk	Update	Notify Client when ticket is re-opened
Notify Assign To On Ticket Follow-Up	No	Help Desk	Update	Notify Assign To on ticket follow-up
Notify Email Originator On Ticket Open/Re-Open	No	Help Desk	Create	Notify email originator on ticket open/re-open
Notify Client On Ticket Closed Open	No	Help Desk	Create	Notify Client on ticket closed/open
Notify New Assign To On Assignment Change	No	Help Desk	Update	Notify the new Assign To
Example Time Based Escalation - Silver - 1st Alert (Help Desk)	No	Help Desk	Create, Update	1st warning Silver level
Example Time Based Escalation - Silver - 2nd Alert (Help Desk)	No	Help Desk	Create, Update	2nd warning Silver level
Example Time Based Escalation - Silver - 3rd Alert (Help Desk)	No	Help Desk	Create, Update	3rd warning Silver level
Example Time Based Escalation - Silver - Critical Alarm (Help Desk)	No	Help Desk	Create, Update	Critical Alarm Silver level
Example Time Based Escalation - Silver - Urgent Alarm (Help Desk)	No	Help Desk	Create, Update	Urgent Alarm Silver level
Open Call From Email	No	Mail Listen	Create	Open a Helpdesk ticket
Close Call From Email	No	Mail Listen	Create	Close Call from Email
Update Problem From Email	No	Mail Listen	Create	Update the description

ET GRE: TRAINING Local Internet

FIG. 2

Business Rule: Notify Client On Ticket Close Enabled

Description

NOTIFY client when ticket is closed

Revision History

Rule created during media installation

Enter Revision History

Information Local Internet

FIG. 3

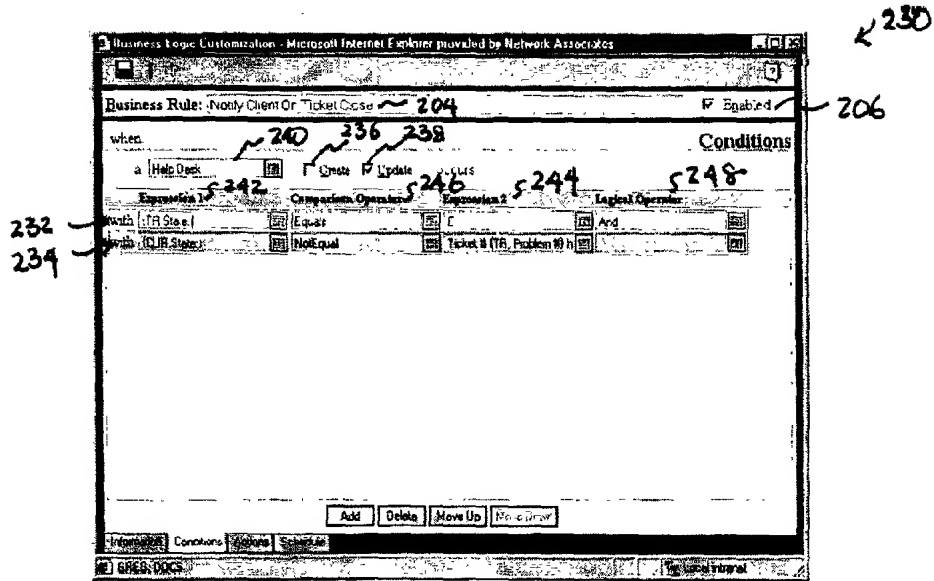


FIG. 4

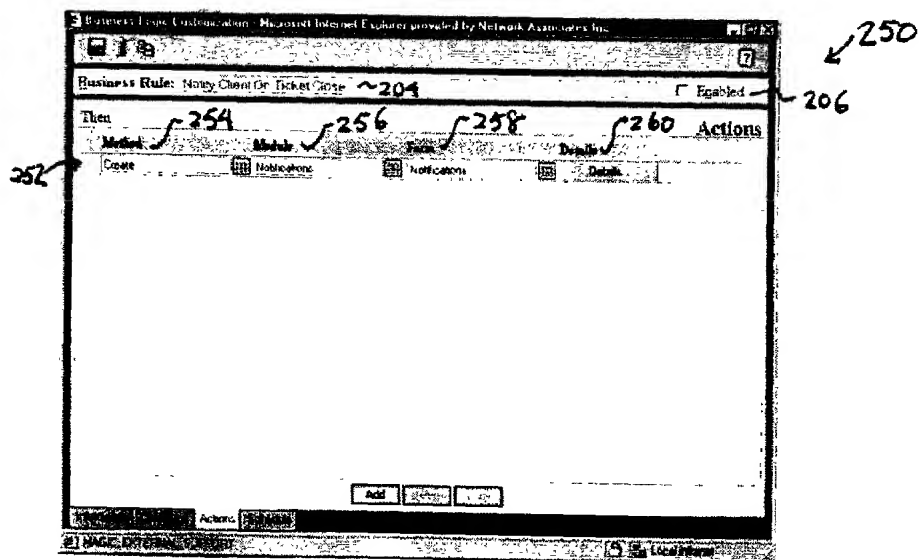


FIG. 5

Business Rule: [Nony Client On Ticket Close] ☐ Enabled

When to run this rule Schedule

☒ Immediately ~272 Data Expression Builder

☐ At a later time ~274 276 278

STARTING AT ~280 Data/Time with Hour Minutes Seconds

REPEAT INTERVAL ~284 Hours Minutes Seconds

TIMES TO REPEAT ~286 Times ~288

☐ Infinitely ~290

Work Schedule ☒ ~292

Time Zone ~294

Schedule

270

FIG. 6

Expression Builder -- Web Page Dialog

OK Cancel Clear Help

(TR, State:)

296

FIG. 7

5/10

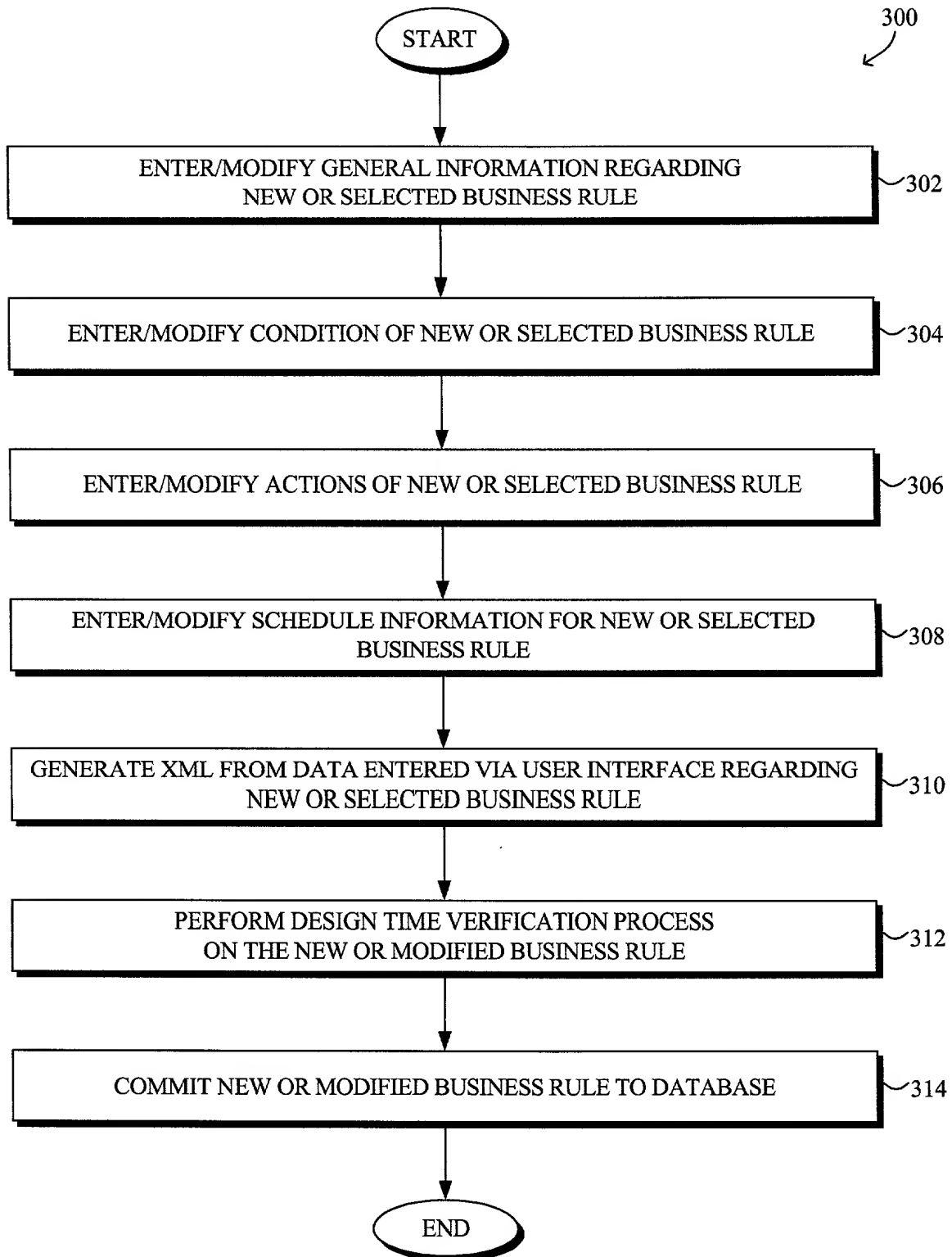


FIG. 8

6/10

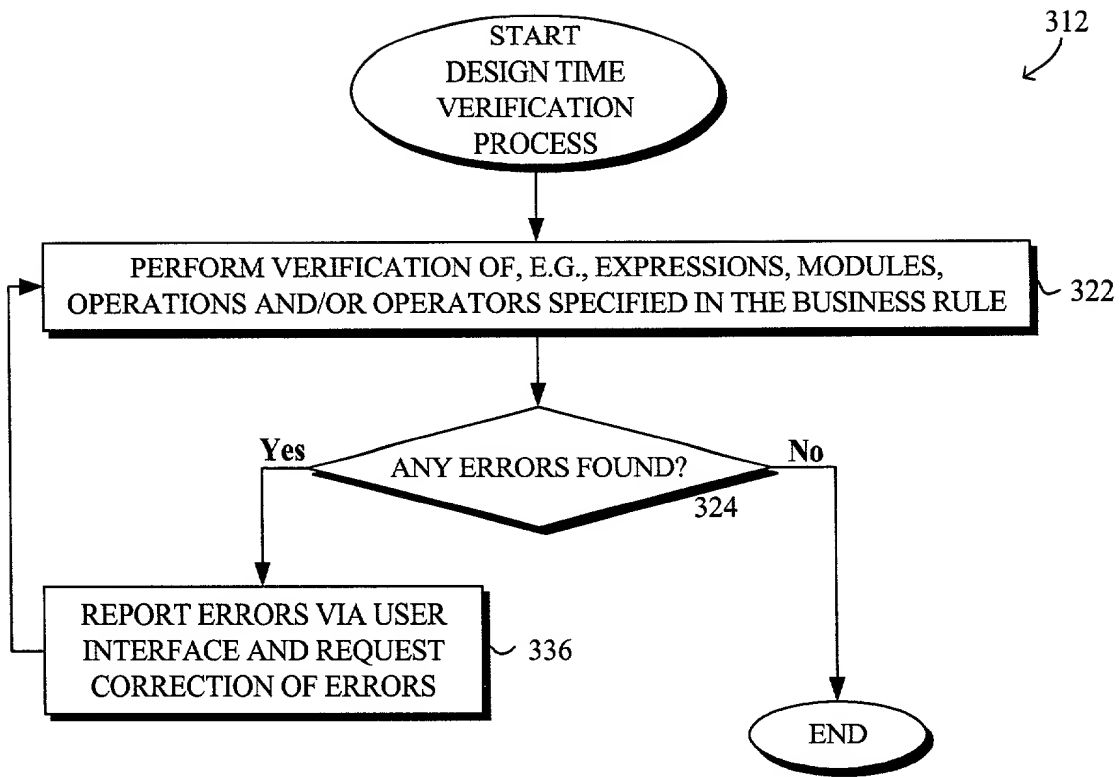


FIG. 9

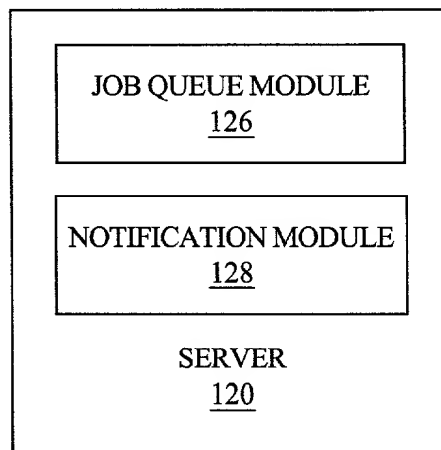


FIG. 10

7/10

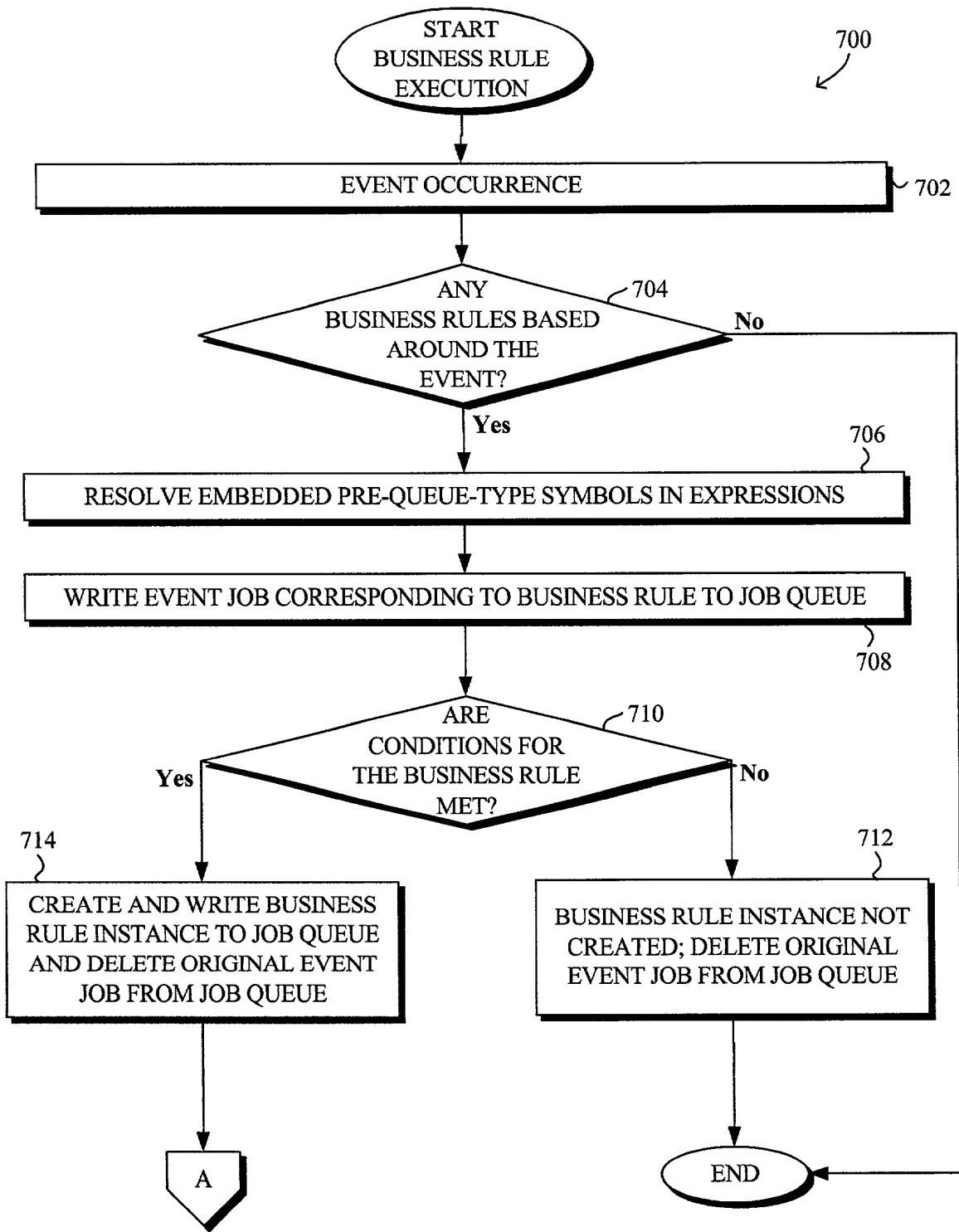


FIG. 11A

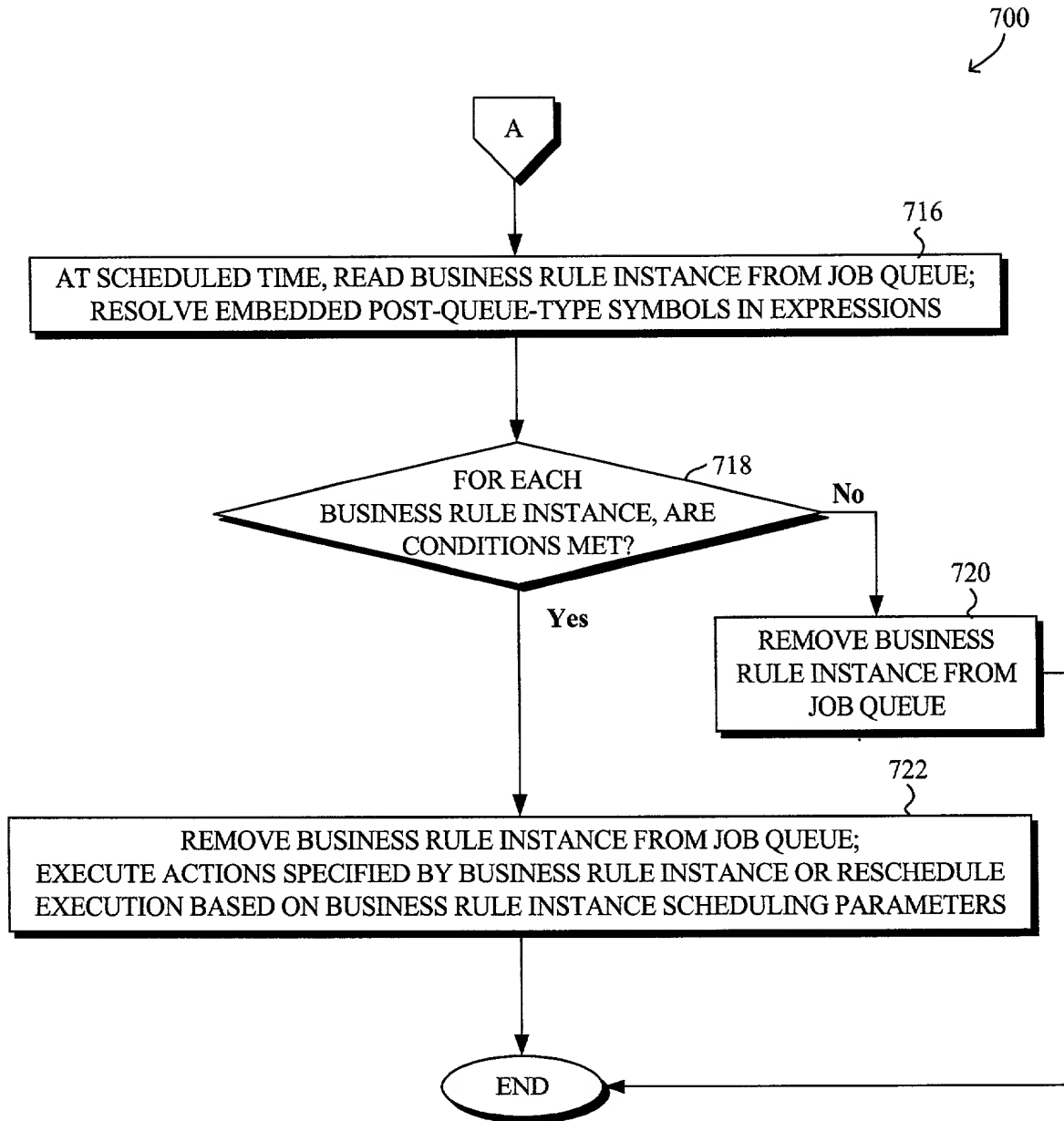


FIG. 11B

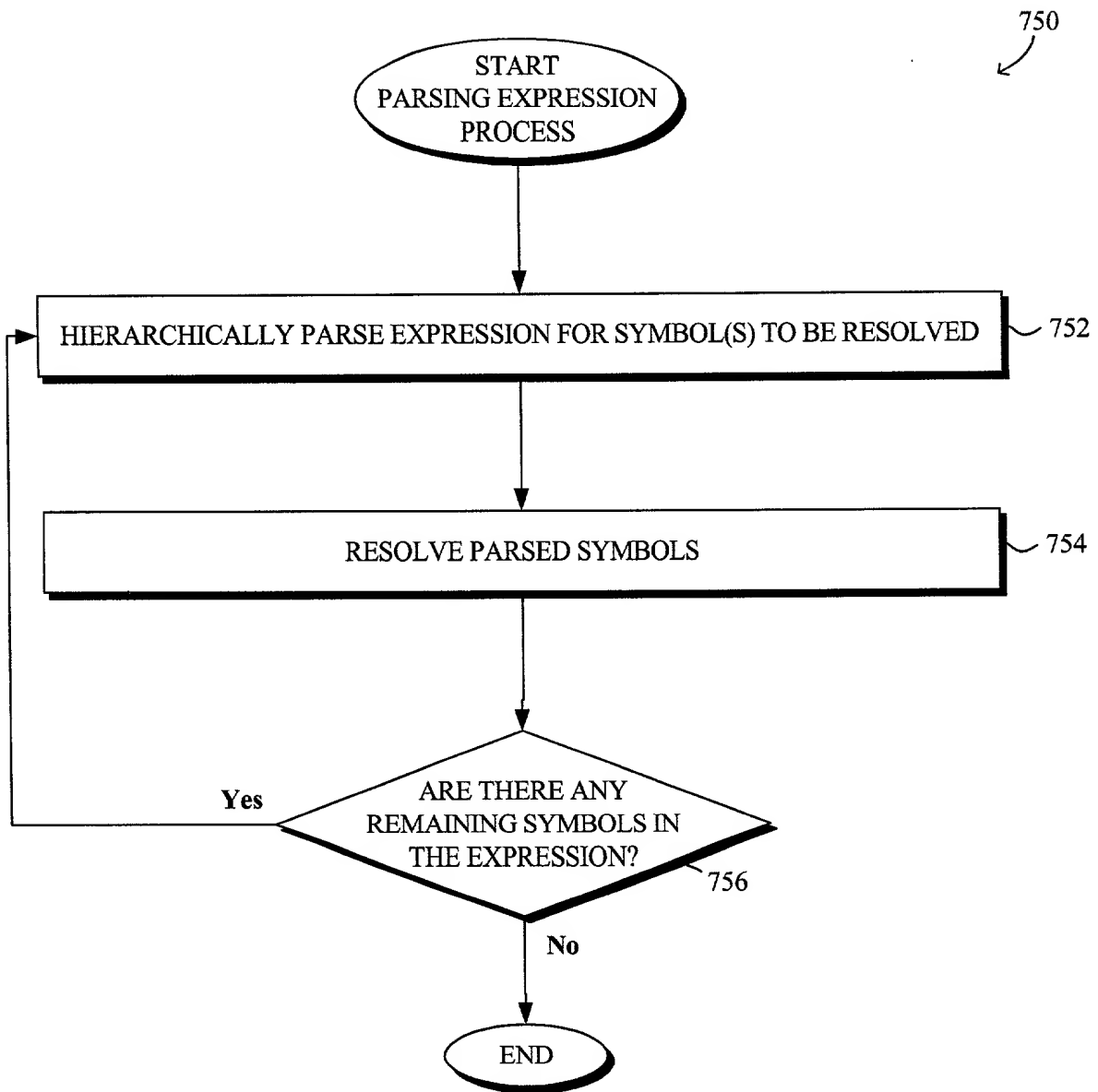


FIG. 12

FIG. 10/10

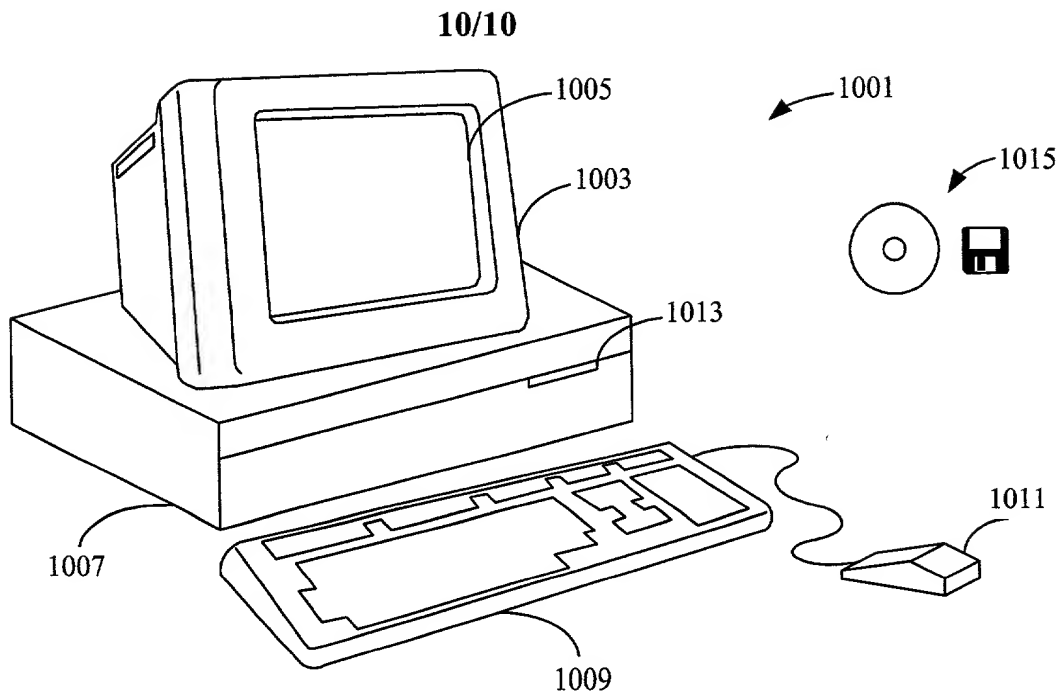


FIG. 13

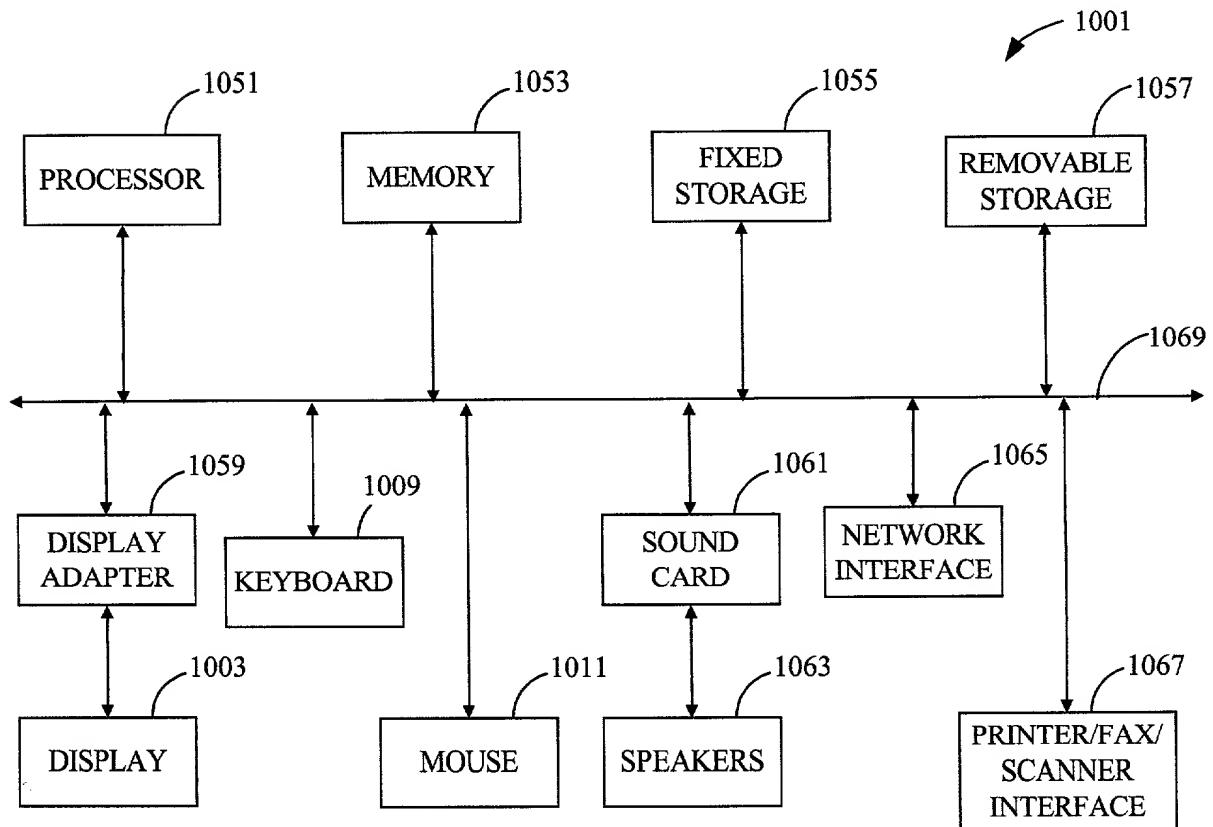


FIG. 14